Virgin mobile

BROADBAND2GO

U600

User Manual

Franklin Wireless

To activate see page 16

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Get Started

This section gives you all the information you need to set up your device and Virgin Mobile Broadband2Go service for the first time.

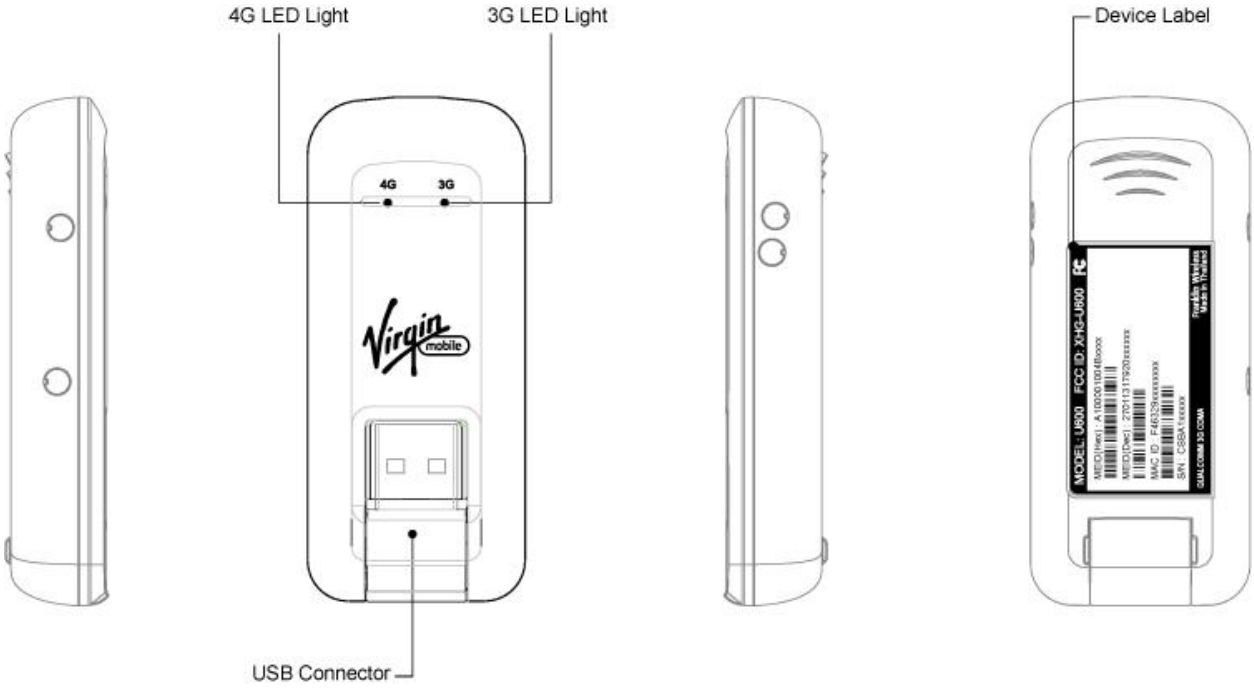
Your Device at a Glance

Manage Your Account

Set Up Your Device

Your Device at a Glance

The following illustration outlines your device's primary external features.



Manage Your Account

Manage your Virgin Mobile account from your computer or any phone.

Online: www.virginmobileusa.com

- Access your account information.
- Check your data usage.
- View and pay your bill.
- Enroll in Virgin Mobile online billing and automatic payment.
- Shop for the latest Virgin Mobile phones and devices.
- View available Virgin Mobile service plans and options.

From Any Phone

- Virgin Mobile Customer Service (Broadband2Go): **1-877-877-8443**.

Set Up Your Device

To use the U600 3G/4G USB Stick on your computer, you will need to install the Broadband2Go connection manager included in the modem memory and configure the device. Please see the next section for more information on software installation and device configuration.

Installation and Setup for Broadband2Go (Windows)

Starting Broadband2Go

Using Broadband2Go

Connecting to the Internet

The Status Bar

Using the Data Connection

Installation and Setup for Broadband2Go (Windows)

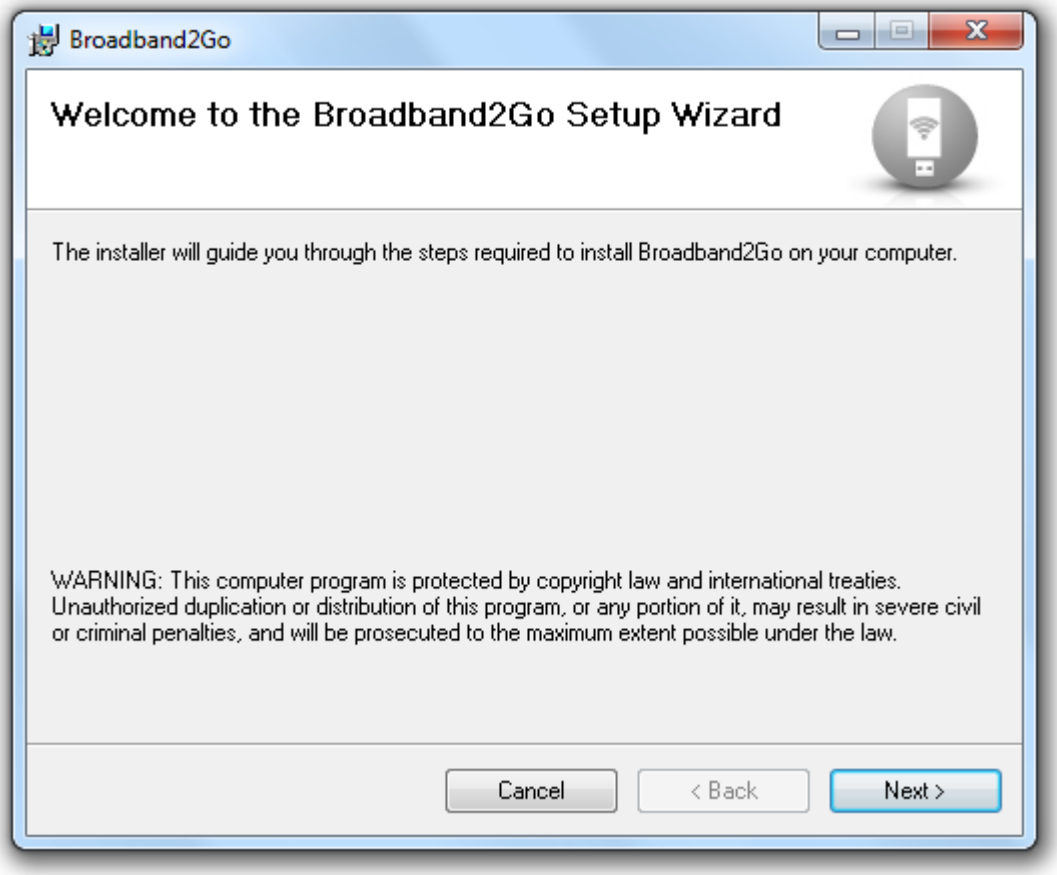
This section will guide you through the installation and setup process for the Broadband2Go software on Windows 7, Vista and XP.

Note: If you have inserted the device properly, Windows will inform you that it has found new hardware. Wait until Windows completes the “Found New Hardware” task. It is normal to hear a short beep each time you insert or remove the device. It is an audible notification that your computer recognizes the new hardware.

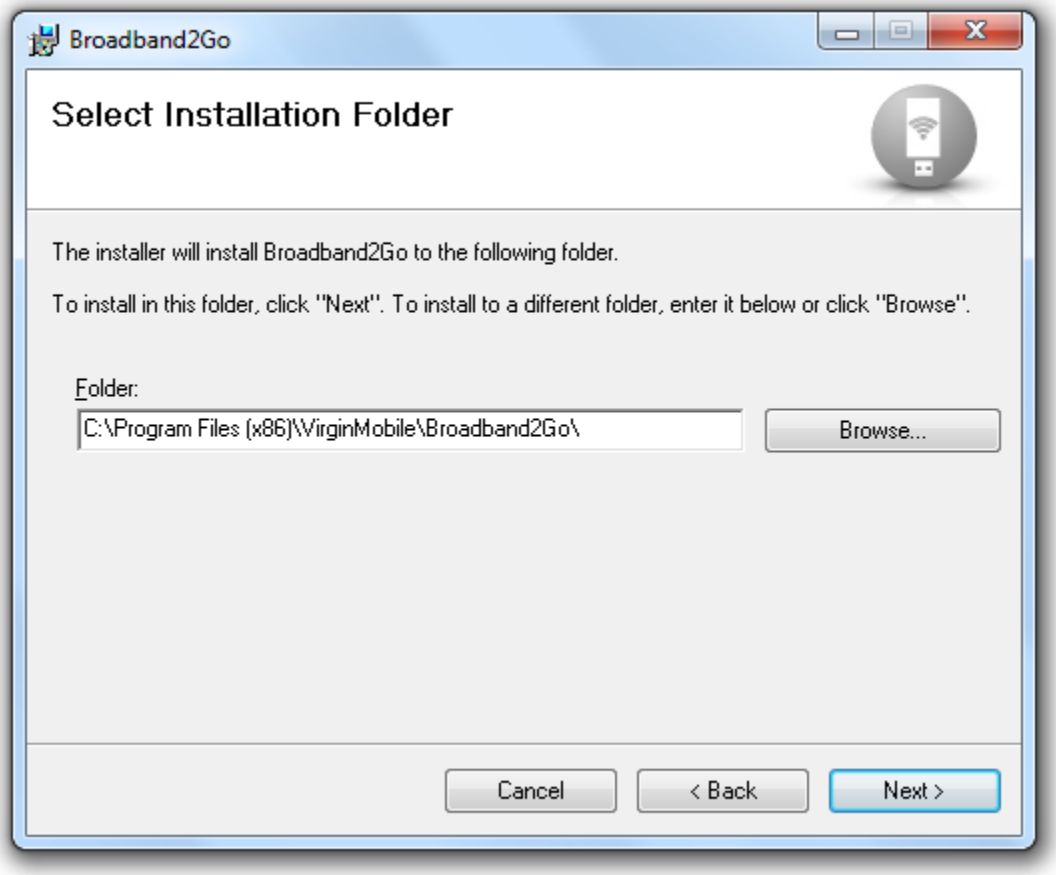
Important: Make sure to complete the ejection process before removing the device. If you remove the device improperly, the modem may be damaged.

1. Turn on your computer and close all applications.
2. Ensure that you have administration rights on your computer to install the device drivers and software.
3. Close or disable any virus protection software to allow installation of the drivers and software.
4. Insert the Broadband2Go device into an available USB port.
5. Follow the on-screen instructions to install the Connection Manager software and device drivers:
6. Click Install/Run Broadband2Go if prompted by Windows.
7. At the User Account Control screen, select Allow on (Windows Vista) or Yes on (Windows 7).
8. If the Broadband2Go installation wizard doesn’t launch automatically, try this:
    - Double-click on My Computer.
    - Broadband2Go should appear as a separate drive. (If it does not appear, try re-inserting the device into a different USB port.)
    - Right-click the Broadband2Go icon and choose Open or Explore.
    - Double-click on start.exe.
    - The Windows Installer should launch and begin the installation process.

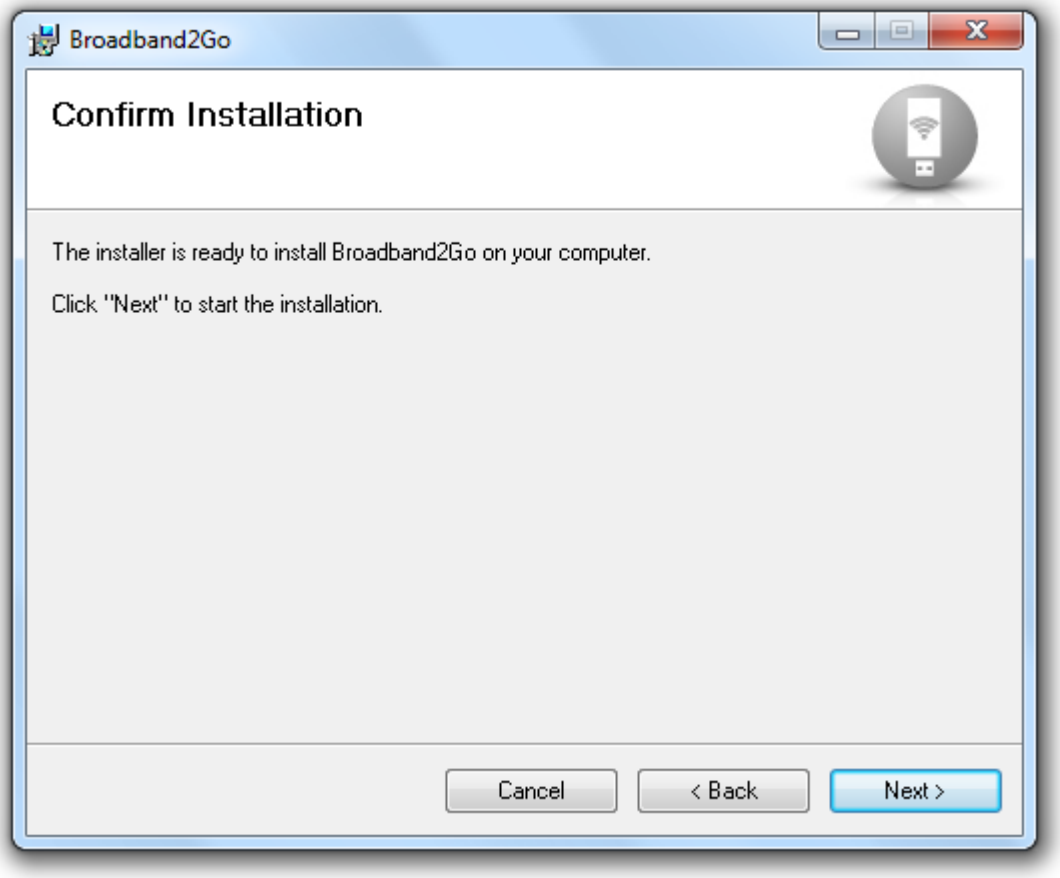
9. The Broadband2Go Setup Wizard will begin. Click **Next** to continue.


Broadband2Go
Welcome to the Broadband2Go Setup Wizard
The installer will guide you through the steps required to install Broadband2Go on your computer.
WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.
Cancel
< Back
Next >

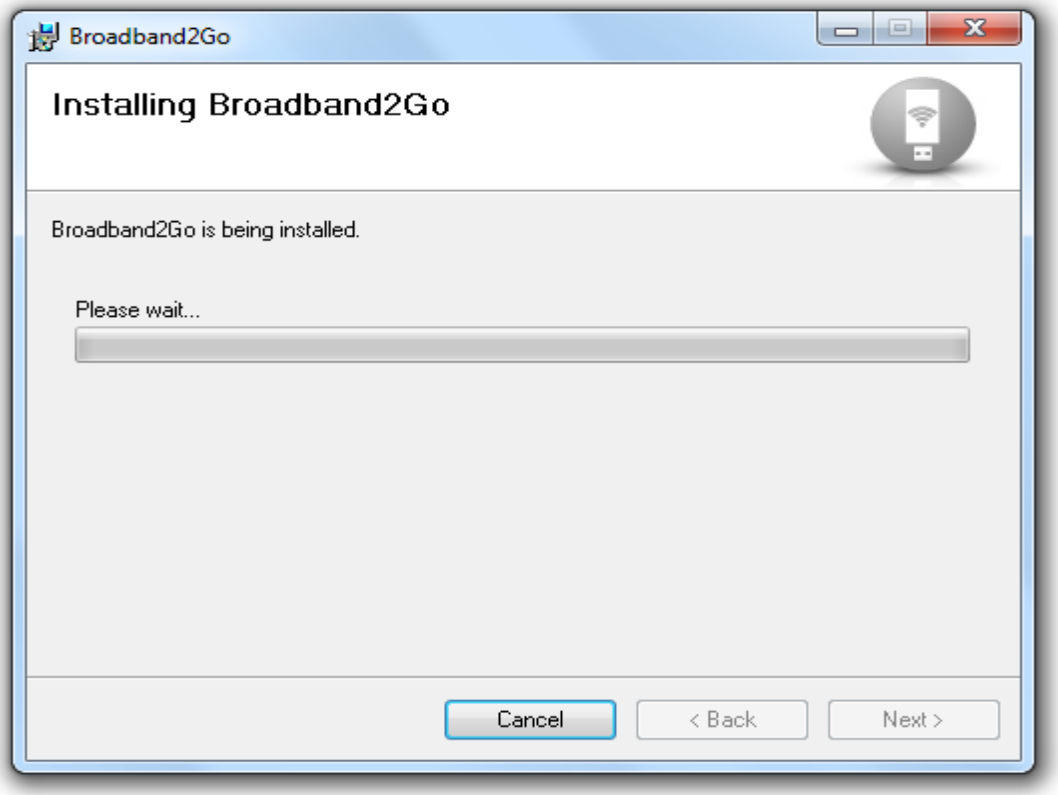
10. You are now ready to select the location on your computer where the Broadband2Go connection manager will be installed. It is recommended that you do not modify the default destination. Click **Next** to continue.


Broadband2Go
Select Installation Folder
The installer will install Broadband2Go to the following folder.
To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".
Folder:
C:\Program Files (x86)\VirginMobile\Broadband2Go\
Browse...
Cancel
< Back
Next >

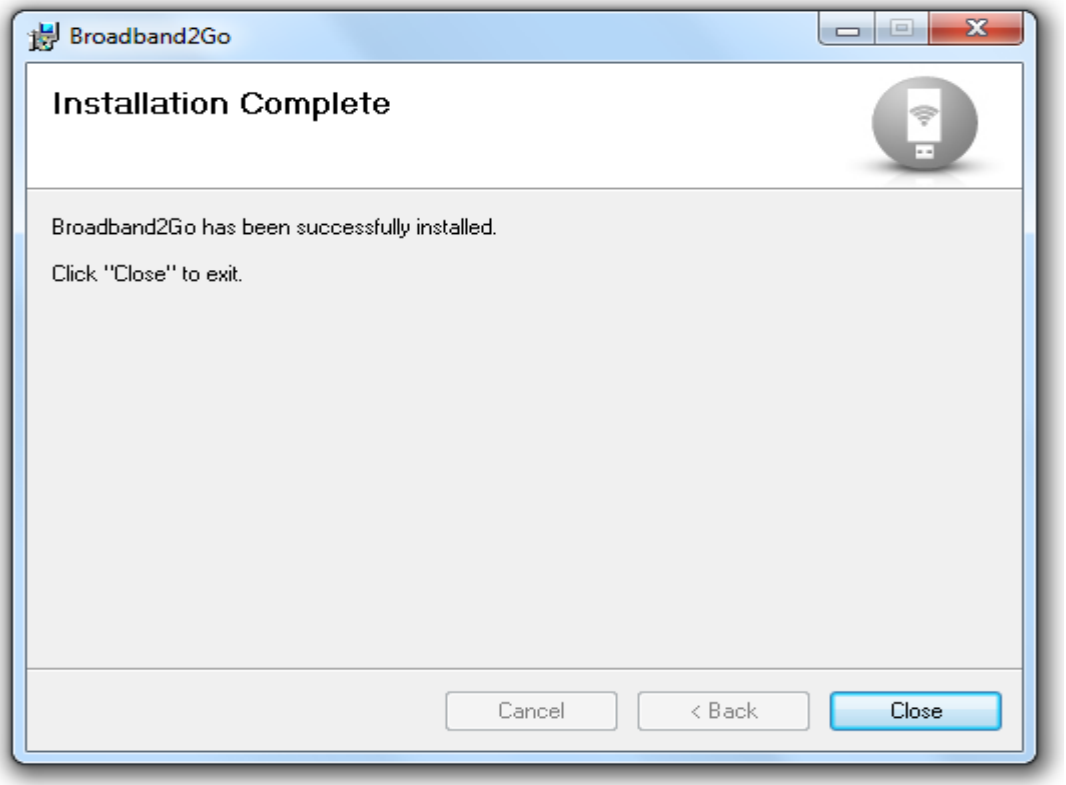
11. Confirm your software installation by clicking **Next**. During this step, the components of the Broadband2Go connection manager are being installed onto your computer.


Broadband2Go
Confirm Installation
The installer is ready to install Broadband2Go on your computer.
Click "Next" to start the installation.
Cancel
< Back
Next >

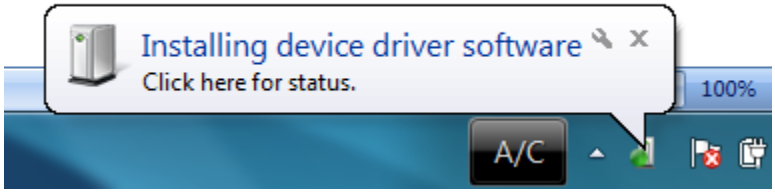
12. Installation status will be indicated via the progress bar.



13. Installation is complete, select **Close** to leave the setup program.



13. Device drivers will be installed on your PC. Please wait a few moments for this task to complete.

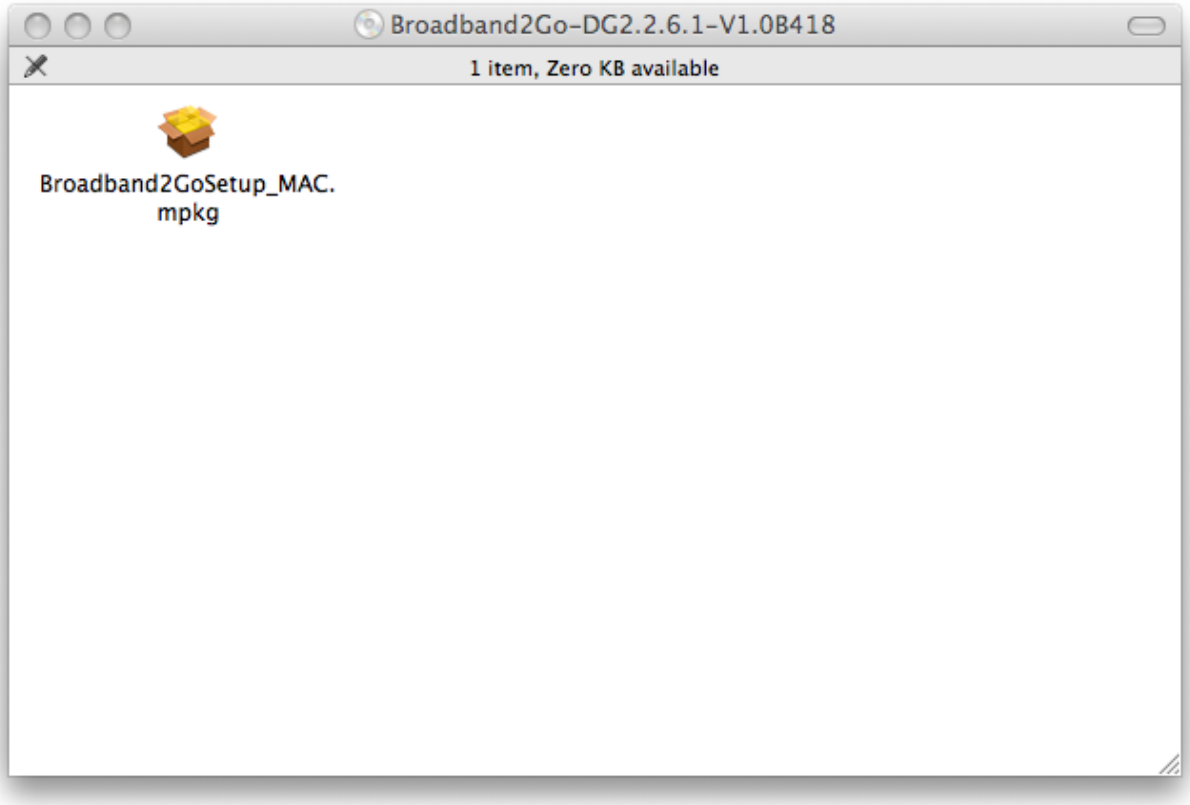


14. Installation of the Broadband2Go connection manager is now complete. A shortcut will automatically be created on your desktop.

Installation and Setup for Broadband2Go (Mac)

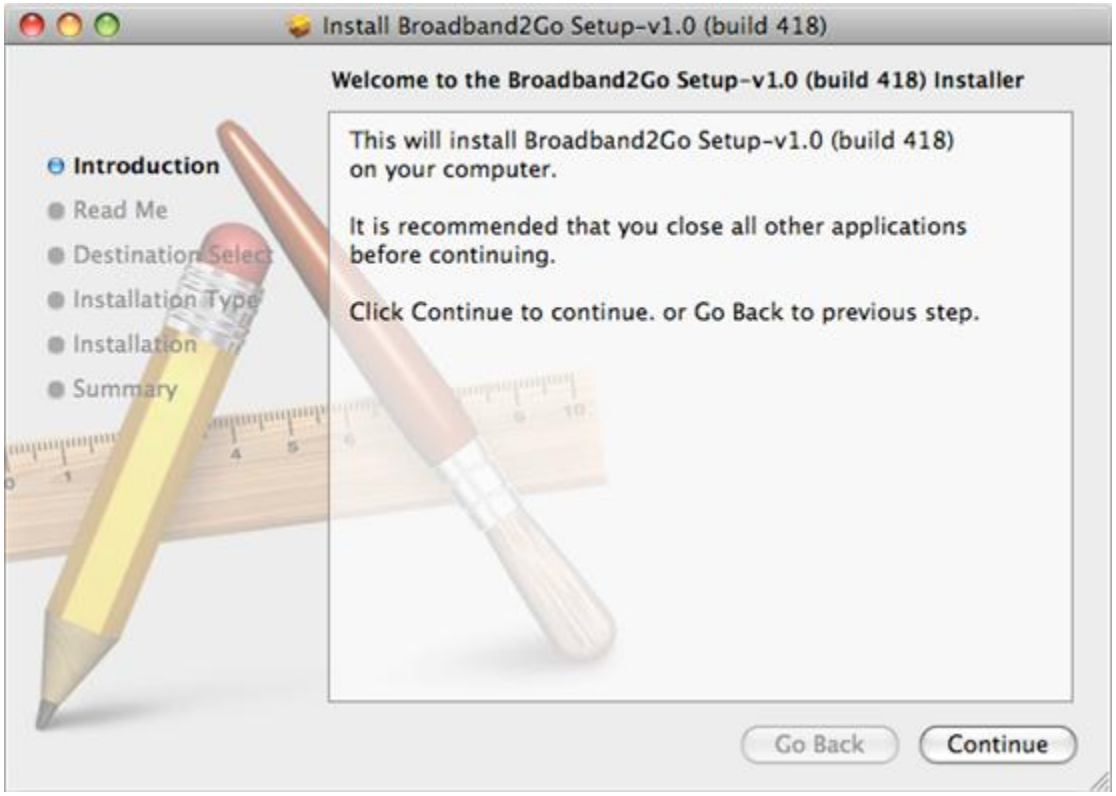
This section will guide you through the installation and setup process for the Broadband2Go software on Mac OS 10.5, 10.6, 10.7.

1. Turn on your computer and close all applications.
2. Insert the Broadband2Go device into an available USB port.
3. You will be prompted by the Macintosh installer to begin the setup process.

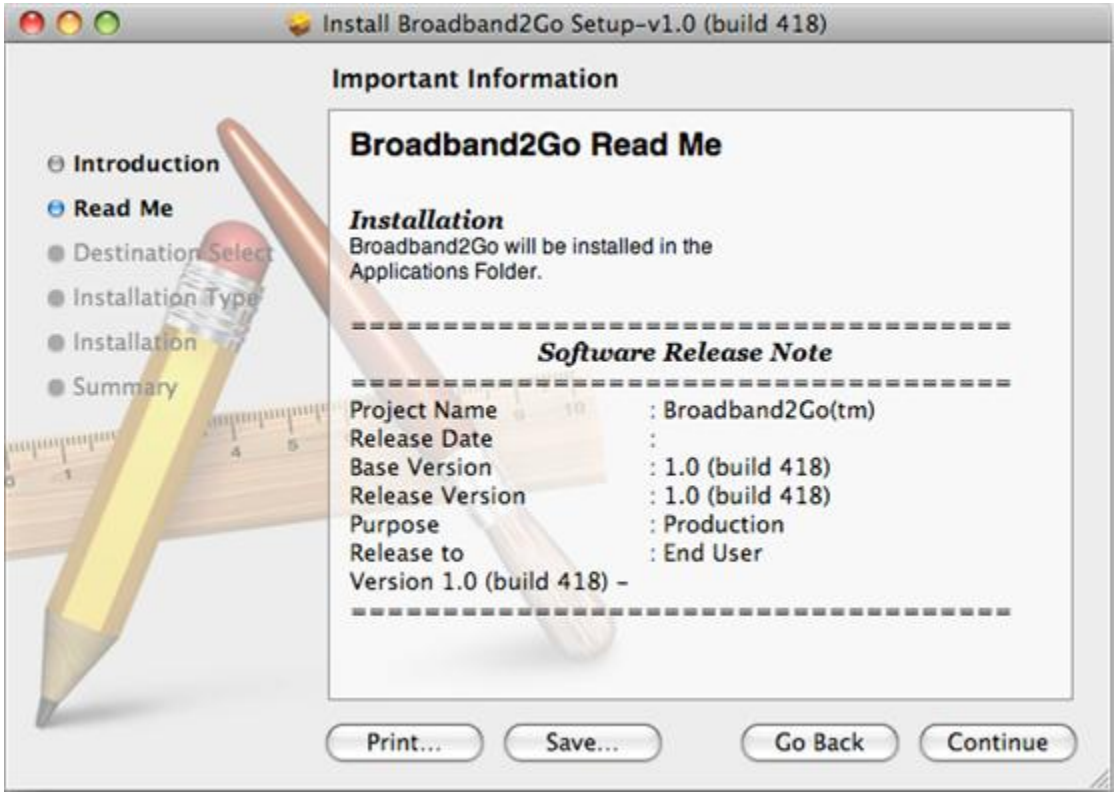


4. Double click the Broadband2Go setup package on Mac to begin installation.

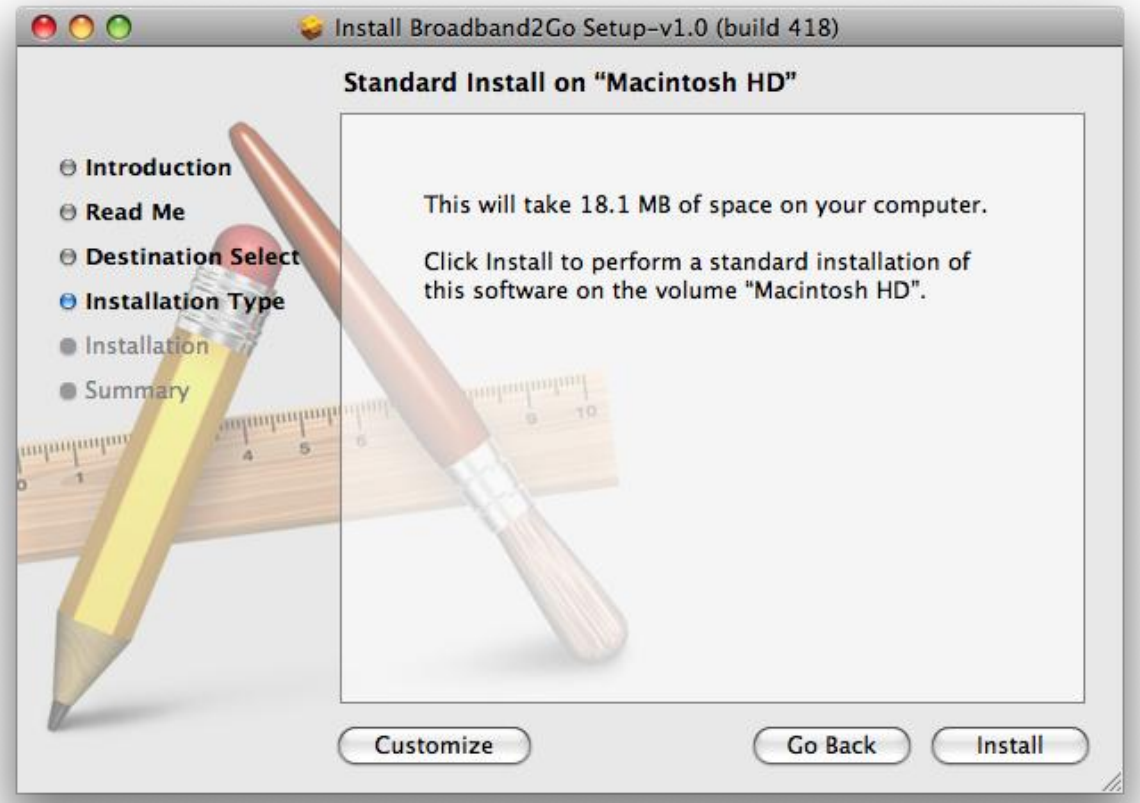
5. The Mac setup process will initiate the installation, select **Continue**.


Install Broadband2Go Setup-v1.0 (build 418)
Welcome to the Broadband2Go Setup-v1.0 (build 418) Installer
Introduction
Read Me
Destination Select
Installation Type
Installation
Summary
This will install Broadband2Go Setup-v1.0 (build 418) on your computer.
It is recommended that you close all other applications before continuing.
Click Continue to continue. or Go Back to previous step.
Go Back
Continue

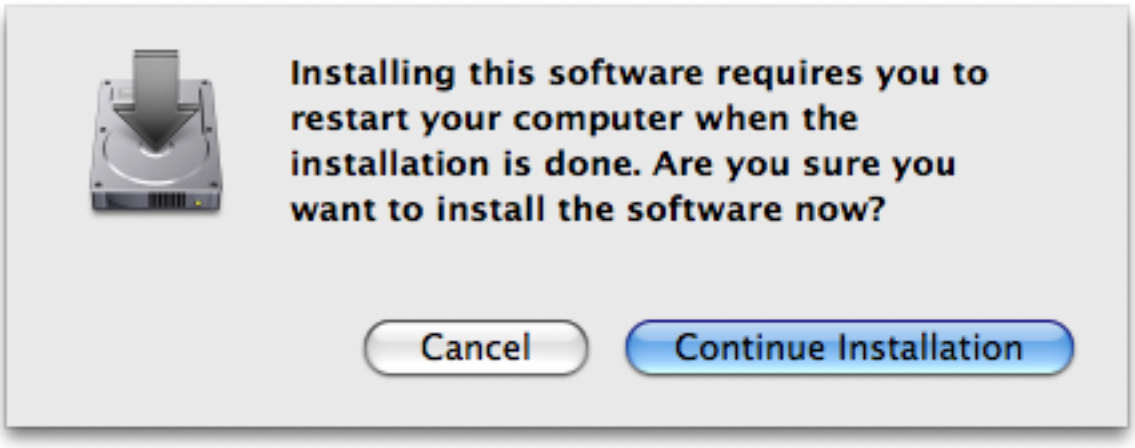
6. The Read Me window will show information about the software being installed, please review and select **Continue**.



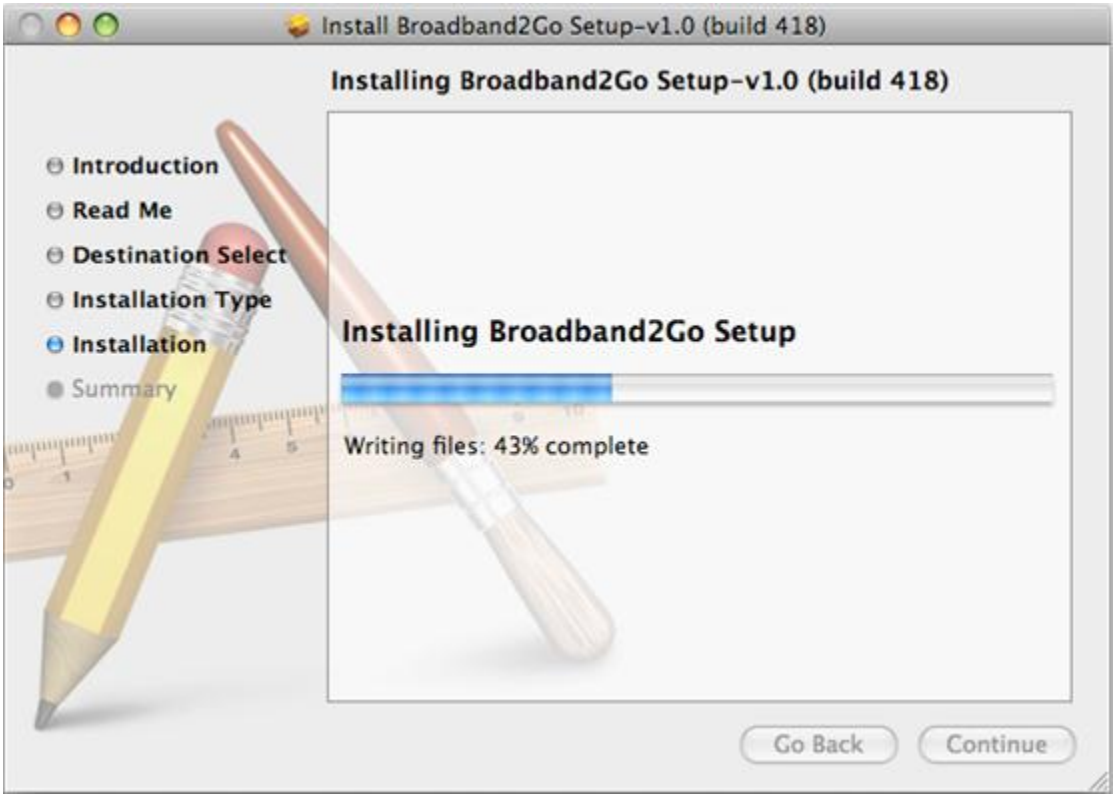
7. Please select the install destination and type of install, and then select **Install**.



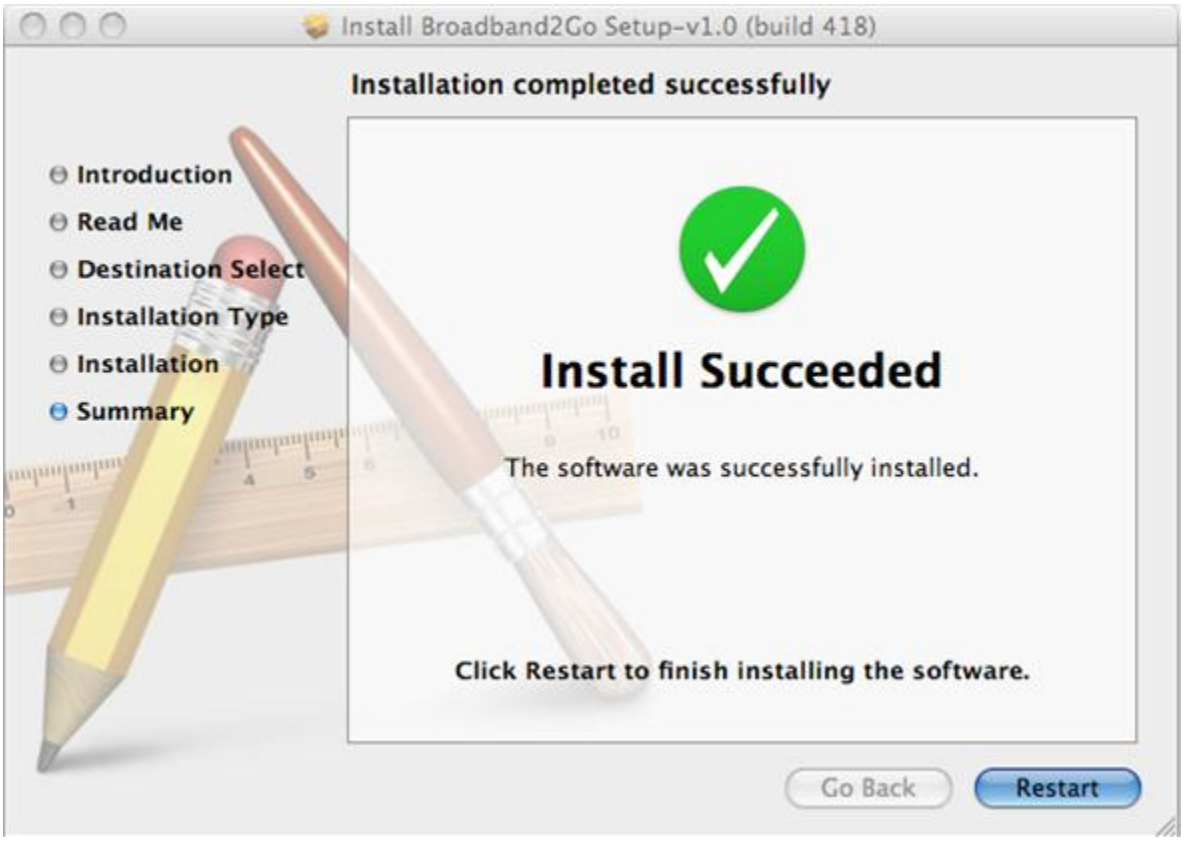
8. You Mac computer will require a restart after installation is complete. You can select **Cancel** or **Continue Installation**.


Installing this software requires you to restart your computer when the installation is done. Are you sure you want to install the software now?
Cancel
Continue Installation

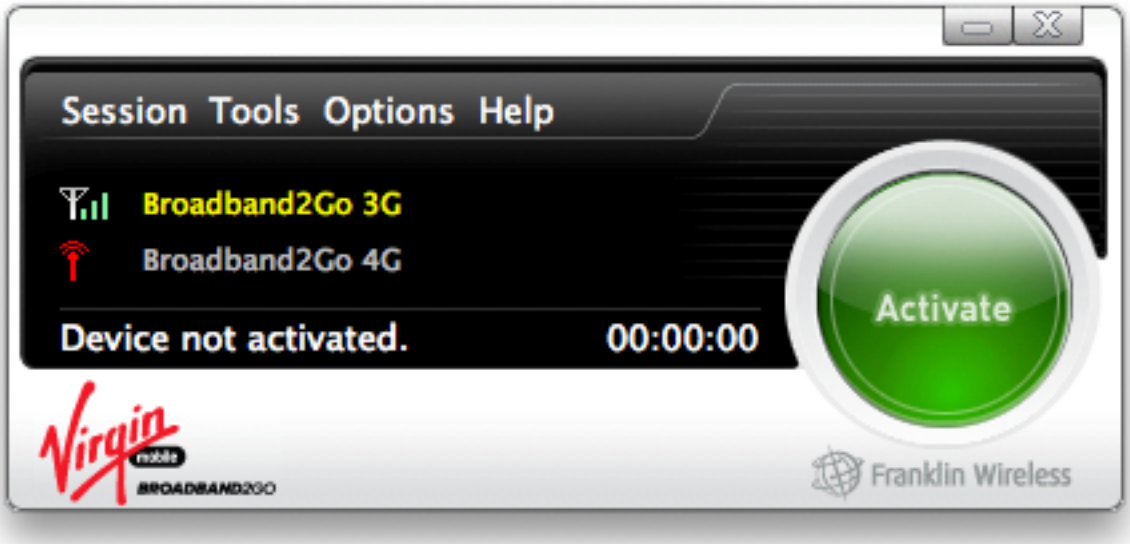
9. The installation process begins and will display a progress bar on the setup process.



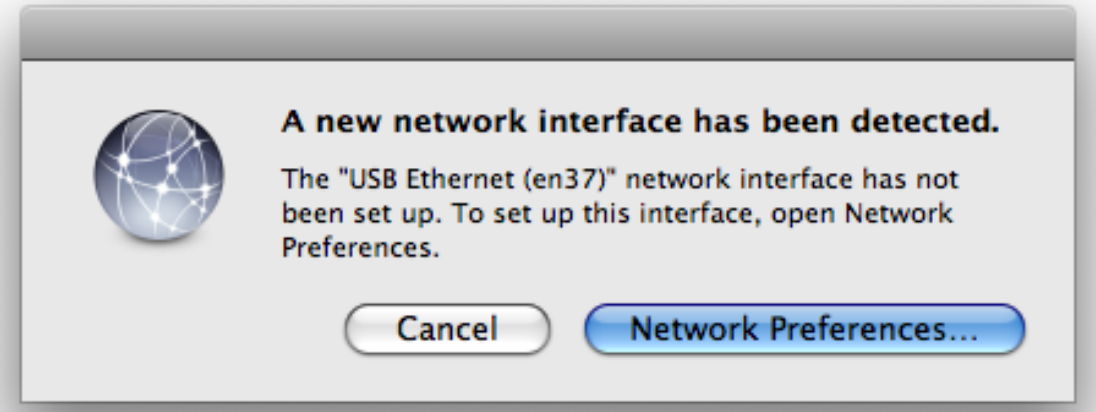
10. After installation is complete, please select **Restart** to complete the setup process.



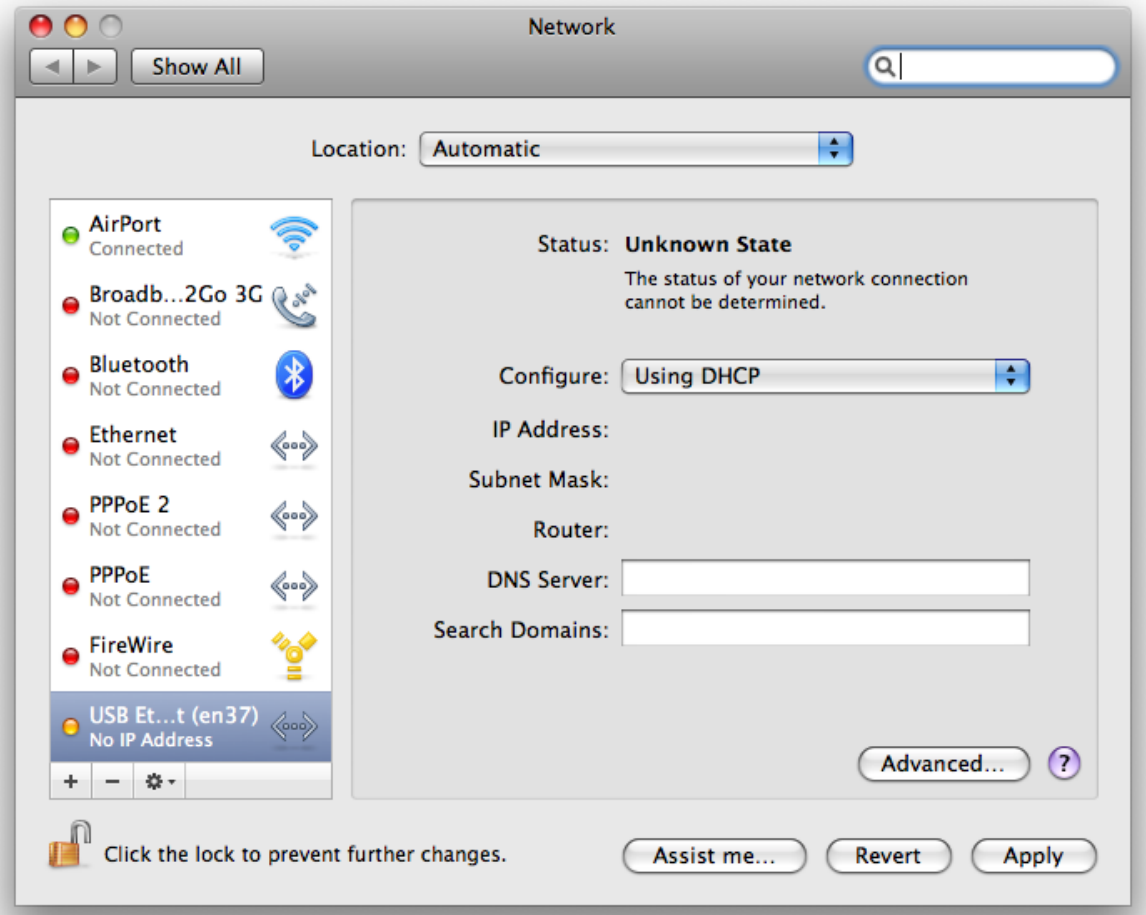
11. After your Mac restarts, the Broadband2Go connection manager will open and complete the driver install process.



12. You will be prompted to validate the **Network Preferences** (Mac OS 10.5, 10.6).


A new network interface has been detected.
The "USB Ethernet (en37)" network interface has not been set up. To set up this interface, open Network Preferences.
Cancel
Network Preferences...

13. The device drivers will be installed, select **Apply**.



Starting Broadband2Go

Broadband2Go is a connection manager application for the U600 3G/4G USB Modem which allows you to manage and monitor your Internet connection. It has a user friendly interface and is equipped with many useful features to enhance your Internet experience.

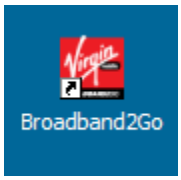
Features

- Wireless Wide Area Network (WWAN), CDMA 1xRTT/EVDO, WiMax Specific.
- Configures your PC to use your U600 USB Modem.
- Creates a Data Connection for your U600 USB Modem.

- Includes a copy utility which creates wireless copies of your dial-up connections (if supported by your device).
- Provides test functionality for WWAN device(s).
- Logs connections used, duration of usage, and bytes sent and received.

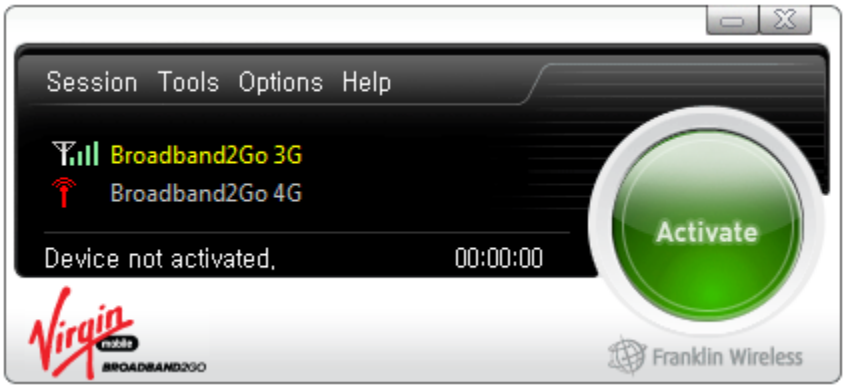
Activate Your Device

If not already open, double click the Broadband2Go icon on your desktop or click on the Windows **Start** menu and select **VirginMobile** > **Broadband2Go** from the list of programs. On Mac, select **Applications** > **Broadband2Go**.



After double clicking the Broadband2Go icon the Virgin Mobile Splash page will appear.

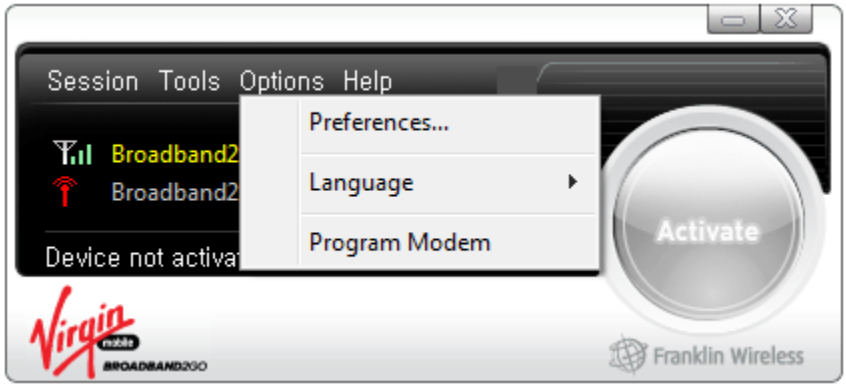
Broadband2Go will then open the Broadband Networks window as shown below for activation.



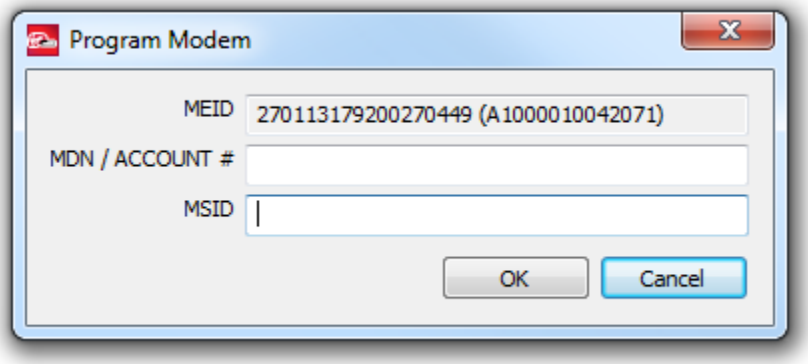
Follow the instructions below to activate your Broadband2Go device if it has not already been activated. Depending on your account or how and where you purchased your device, it may be ready to use or you may need to activate it on your Virgin Mobile account. Before you begin, please disable any pop-up blocker on your web browser. You will also want to make sure your firewall is enabled to allow access to: www1.virginmobileusa.com

1. Select Activate on the Broadband2Go connection manager to activate your device.
2. You will be re-directed to the Virgin Mobile activation and account portal. Please wait a few moments for this to occur.
3. After the Virgin Mobile portal opens, you will have 3 options to select for your new device. Please choose the option that applies to you and select **Next**.
4. Follow the prompts to create your Broadband2Go account. This will include entering your personal and payment information.
5. Make sure you write down your account information (MDN/MSID). This information will be needed to program the modem in the next step.
6. To program the modem, open the Broadband2Go connection manager.

7. From the main menu, select **Options** > **Program Modem**.



8. Enter your MDN/ Account # and MSID into the matching fields on the Program Modem window and select **OK**.



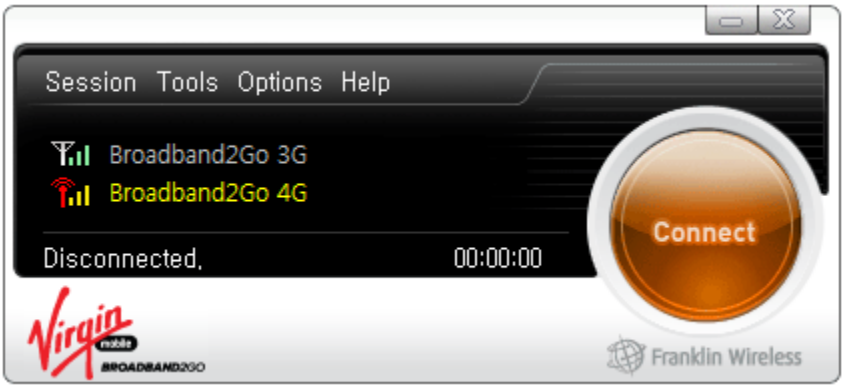
Tip: Do not remove your device from your computer while the device is being activated. Removing the device from the computer cancels the activation process.

9. Your Broadband2Go device will be programmed and reset for use.

- To confirm activation, navigate to any web page. If your device is still not activated or you cannot access the internet, contact Virgin Mobile Customer Service at **1-877-877-8443** for assistance.

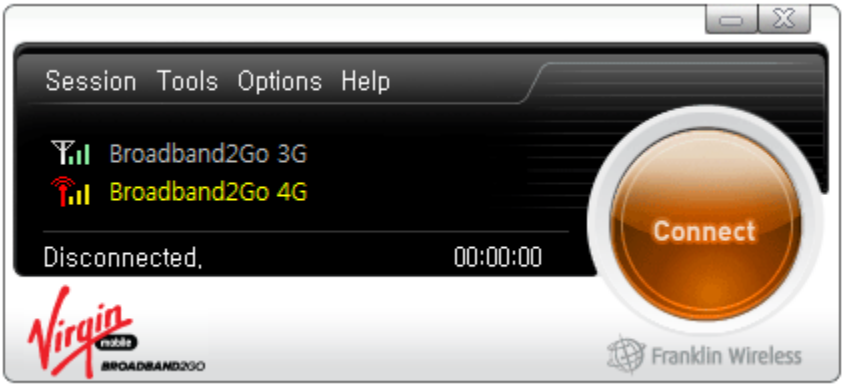
Using the Broadband2Go Connection Manager

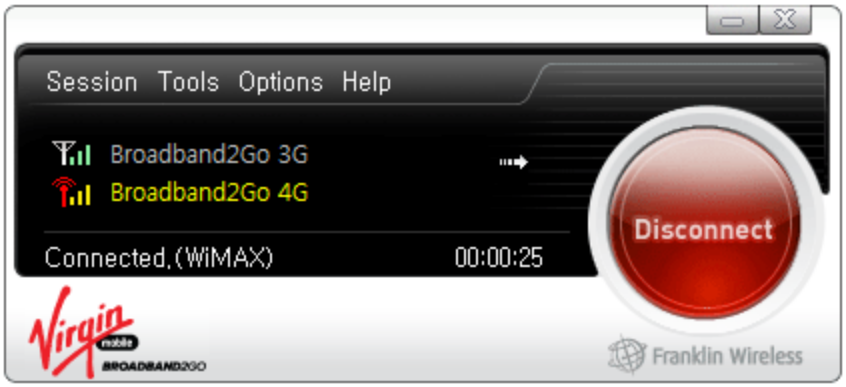
The Broadband2Go connection manager main screen is shown below. The connection manager is where you manage your 3G/4G connections. The Broadband Networks window displays all of the available network (3G/4G) connections. At a glance, you can see signal strength, your current connection state, and elapsed time of connection.



Connecting to the Internet

Once your device is properly configured, connecting to the Internet is as simple as clicking **Connect**. Once connected, the **Connect** button will change to **Disconnect**. Simply click **Disconnect** to end your current connection. To connect to any other network shown, select the network then click **Connect**.





The Status Bar

Information regarding your current network connection can be seen in the Status Bar at the bottom of the Broadband2Go interface. Status information will be displayed at the bottom during the connection process as well as connected/disconnected states.

When the device is not connected, the status text in the lower left corner will display **Disconnected** for the currently selected network. The timer will display the current connected time. Once connected, the status text will display **Connected** and the timer will initialize.

Using the Data Connection

By default, the Broadband2Go connection manager enables the software for data connections. If your connection fails when you try to connect, please try to reconnect.

Using Virgin Mobile Broadband2Go

There are several menus within the connection manager.

The Session Menu

The Tools Menu

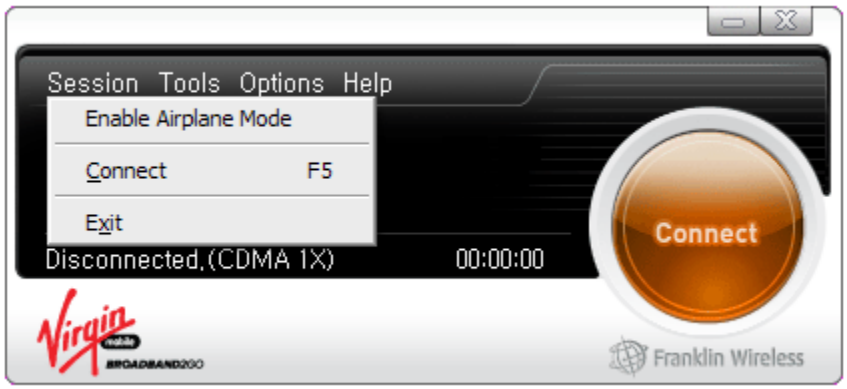
The Options Menu

The Help Menu

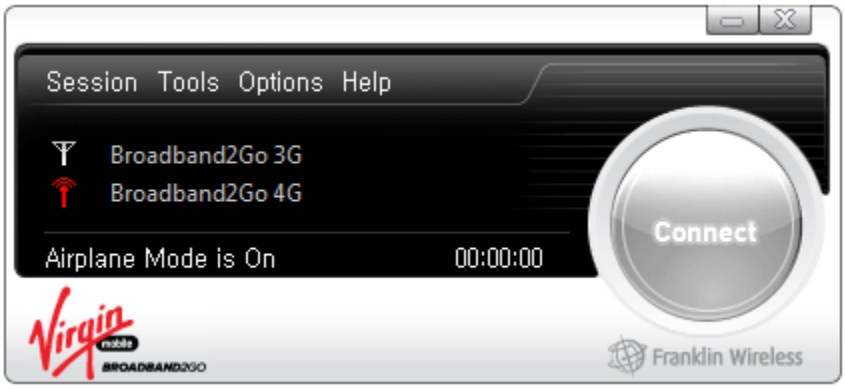
Additional Features

The Session Menu

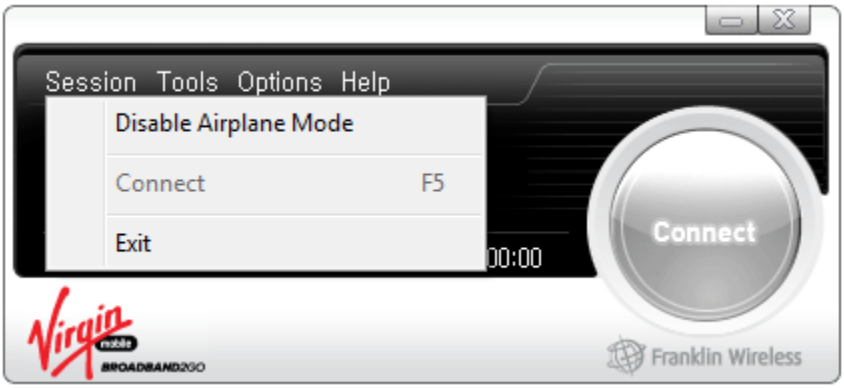
The Session Menu allows you to connect to networks, disconnect from networks, enable Airplane Mode and exit the application.



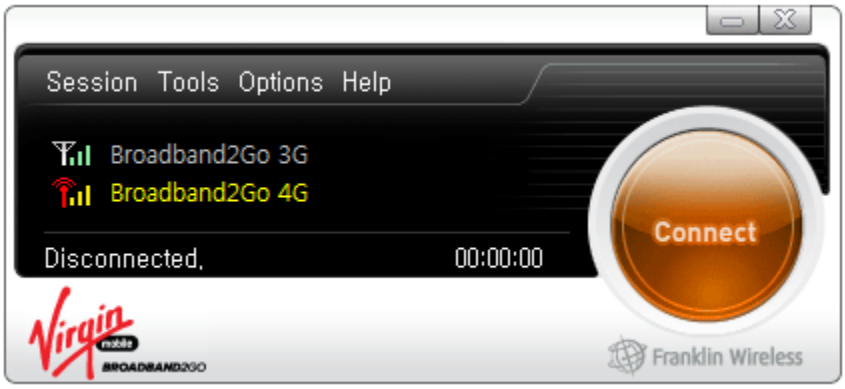
Selecting **Enable Airplane Mode** will disable the radios on your device (see graphic below).



Note: the menu toggles to **Disable Airplane Mode** once it has been enabled. Click **Disable Airplane Mode** (see graphic below).



Once disabled, Broadband2Go will reflect the following:



The Tools Menu

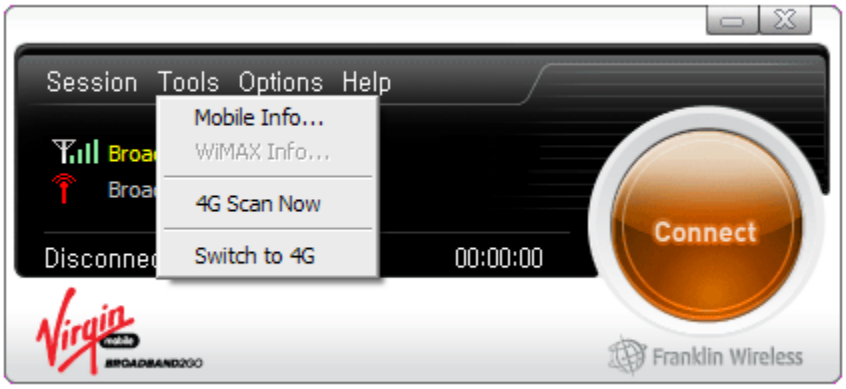
The Tools menu provides technical features for your device.

Mobile Info

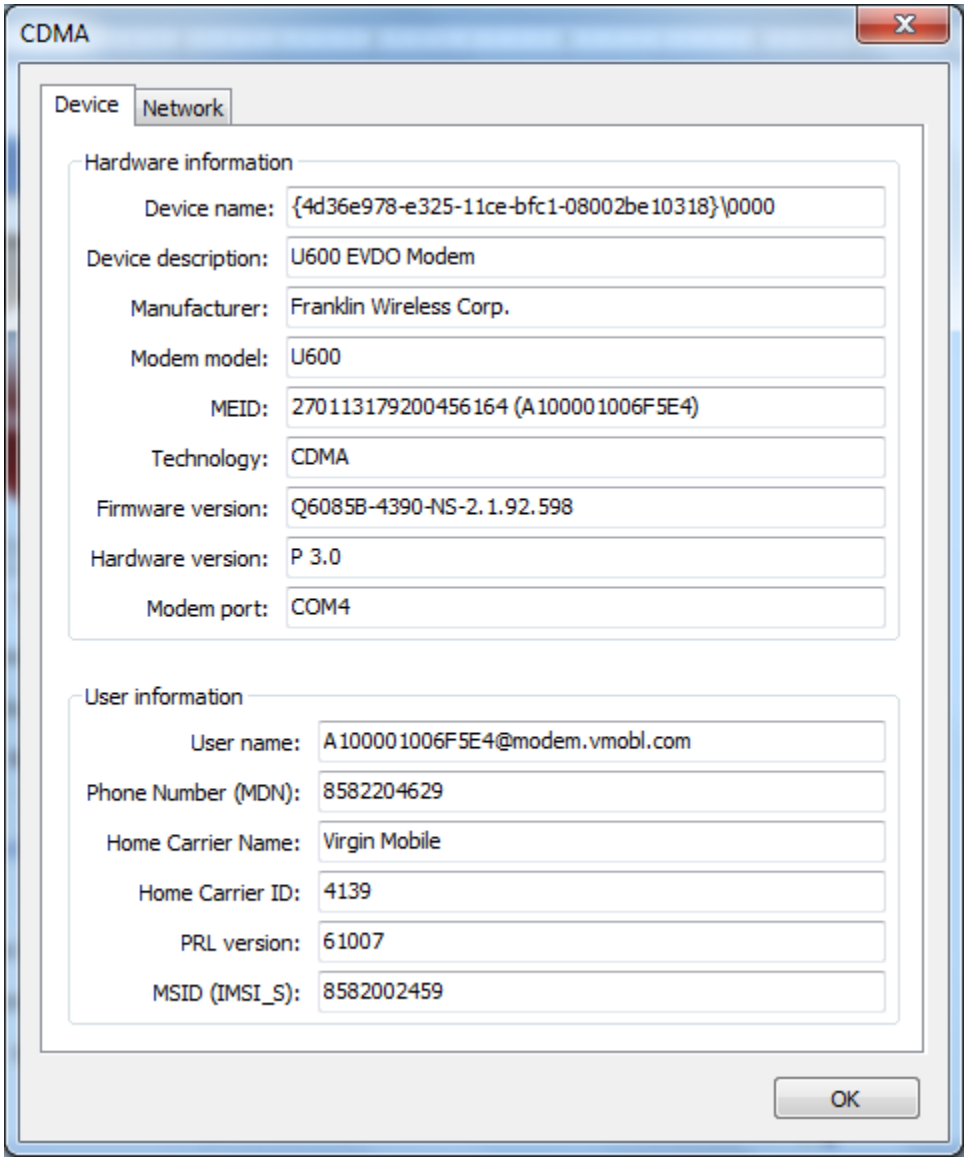
WiMAX Info

Mobile Info

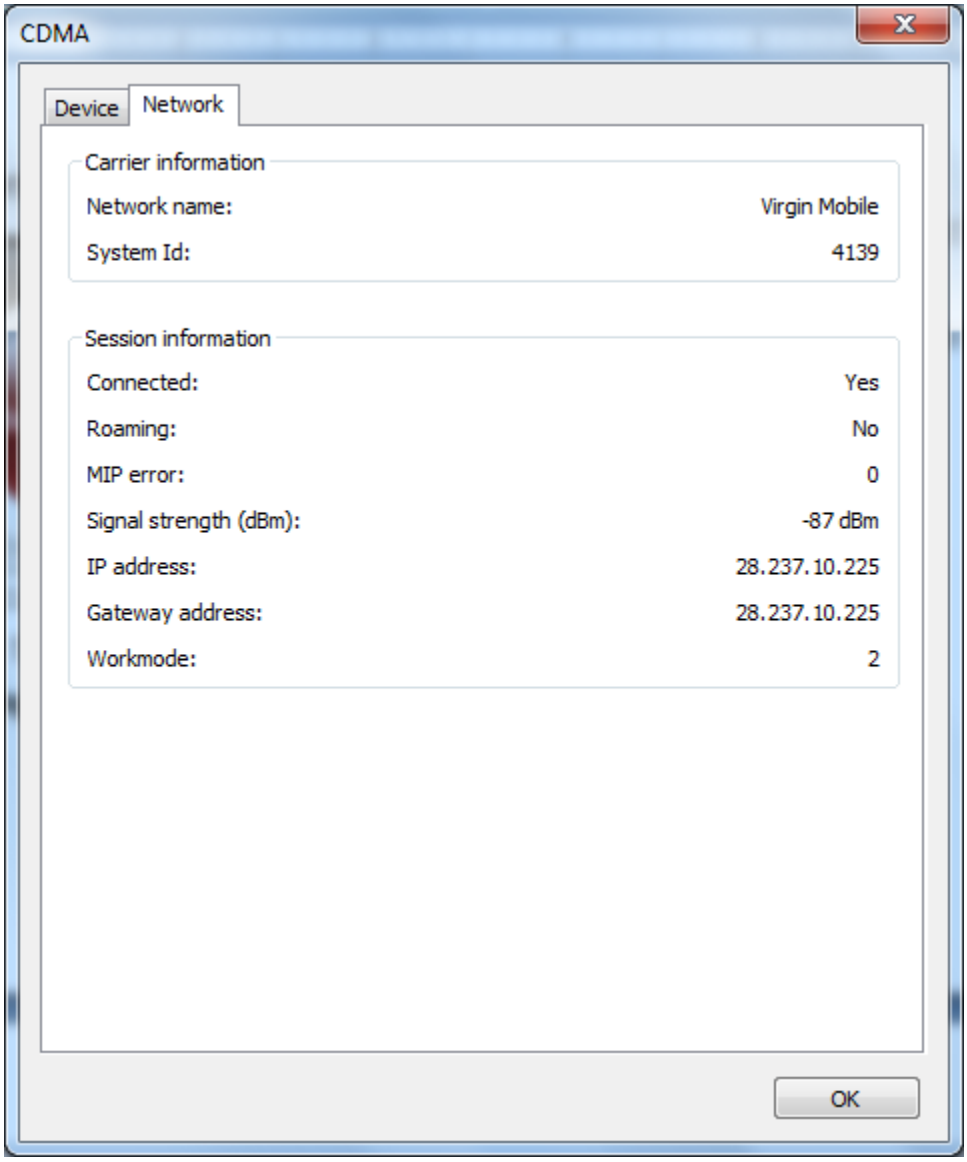
Clicking on **Mobile Info** displays the 3G device and network information.



Mobile Info (Device): Displays all 3G device information.

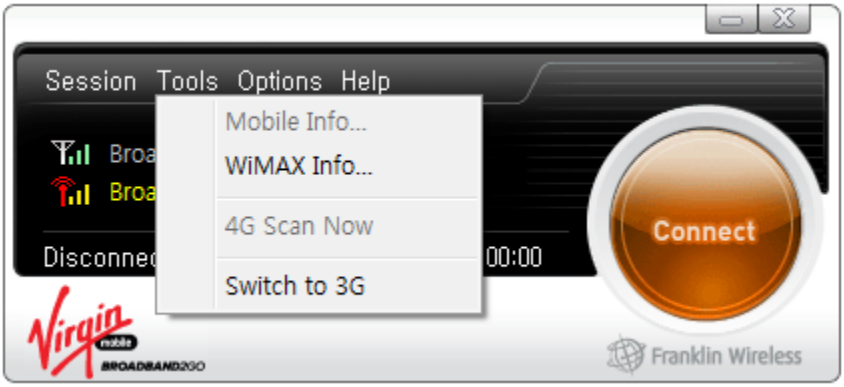


Mobile Info (Network): Displays all 3G network information.

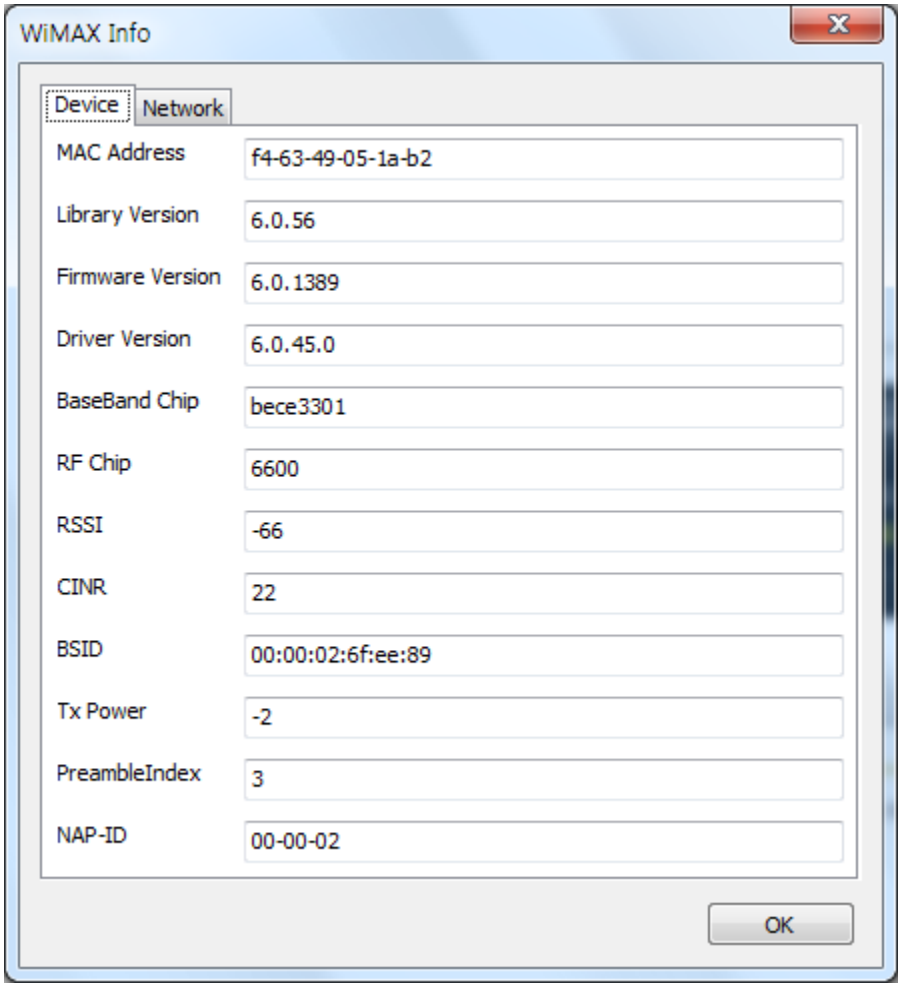


WiMAX Info

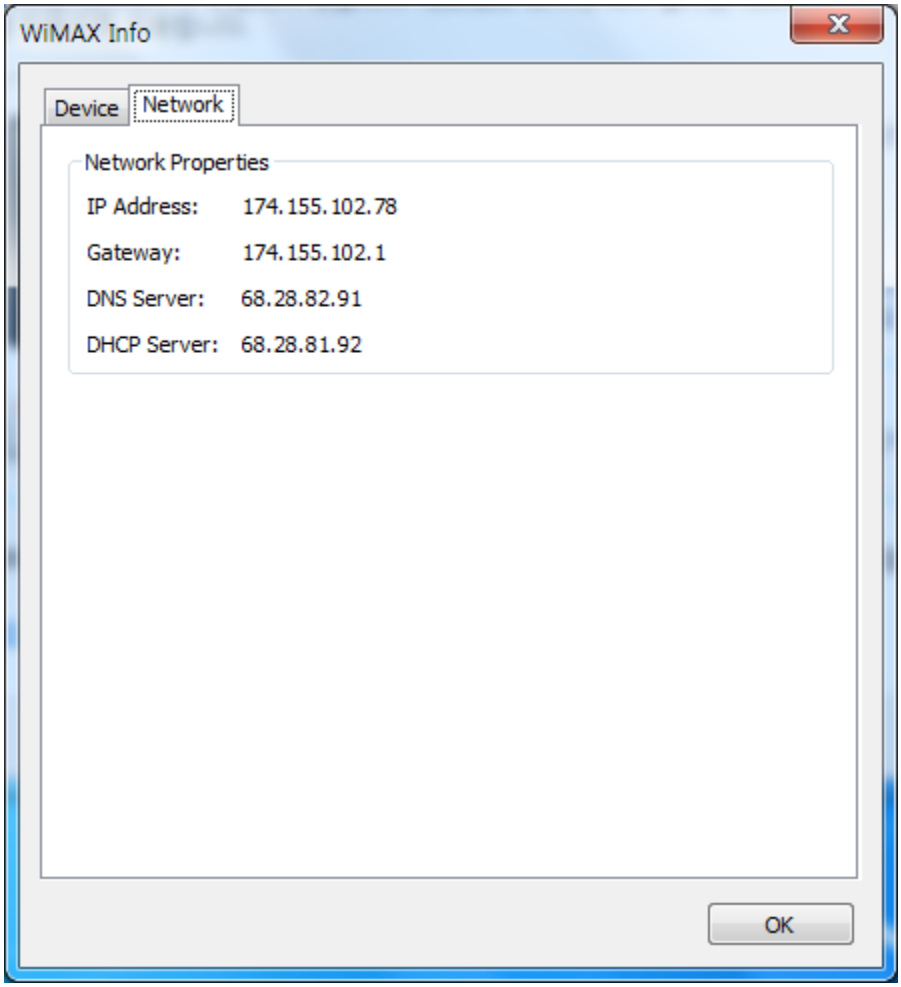
Clicking on **WiMAX Info** displays the 4G device and network information.

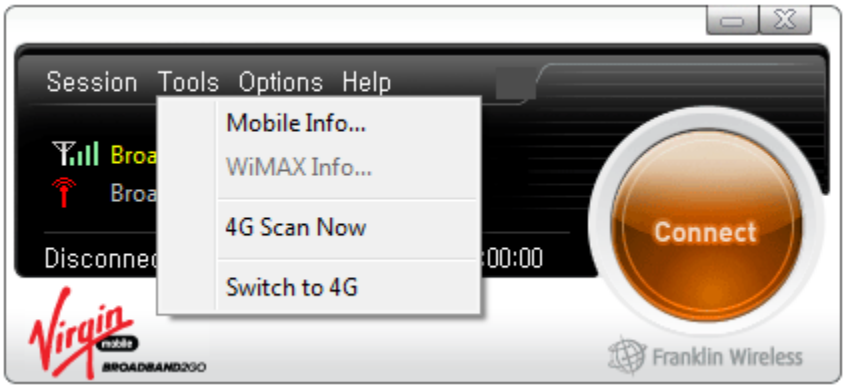


WiMAX Info (Device): Displays all 4G device information.



WiMAX Info (Network): Displays all 4G network information.





4G Scan Now: Scans the 4G network.

Switch to 4G: Switches the network to 4G if on 3G.

Switch to 3G: Switches the network to 3G if on 4G.

The Options Menu

The Options menu provides several tabs where you can customize your preferences.

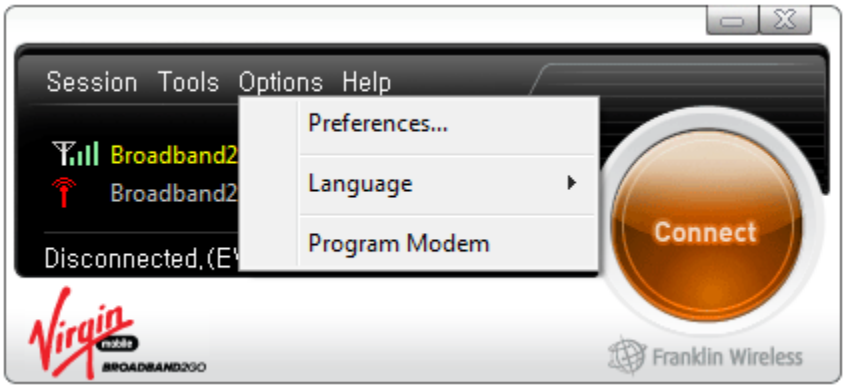
Preferences

Language

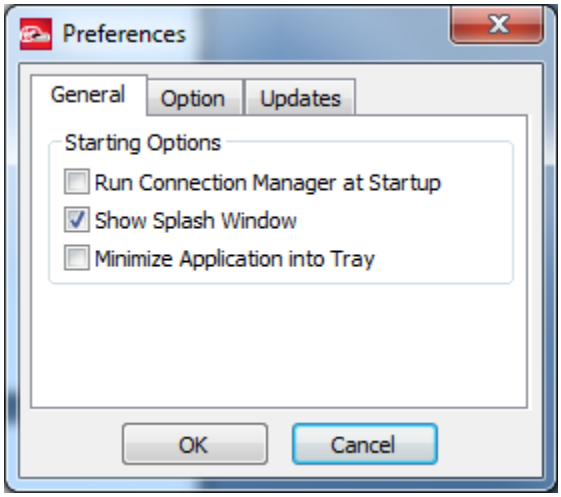
Program Modem

Preferences

From this menu, you can set your **General** options, connection **Options** and search for **Updates**.



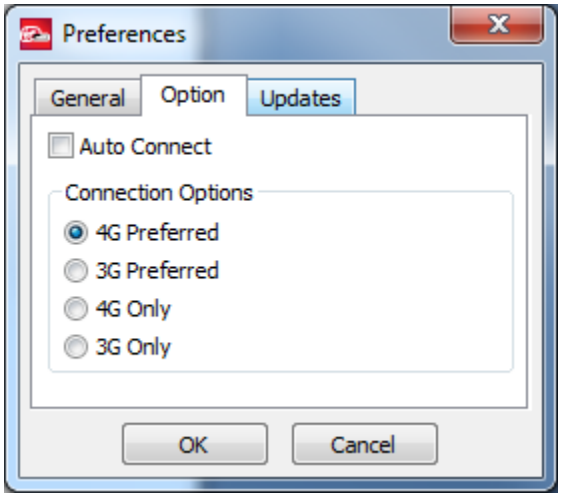
General



- By selecting **Run Connection Manager at Startup**, Broadband2Go will start automatically when your computer starts (Mac/Win).
- Selecting **Show Splash Window** will display the splash screen when Broadband2Go starts.

- Selecting **Minimize Application into Tray** will send the connection manager to the Windows task bar. To restore the application, click on the Broadband2Go tray icon, and select **Open.**

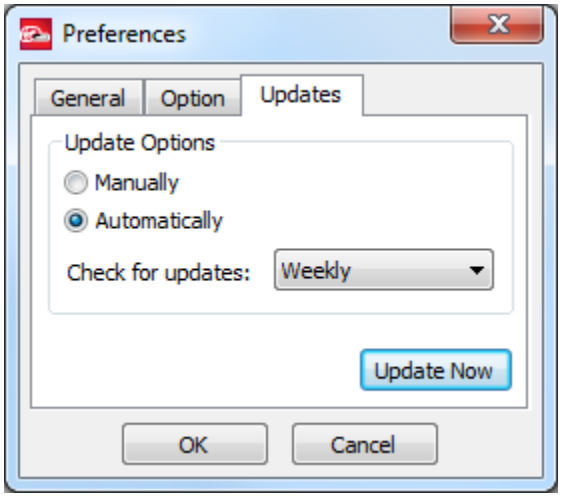
Option



- Selecting **Auto Connect** will allow Broadband2Go to connect to the first available network (3G or 4G).
- **4G Preferred:** Connects to a 4G network first, if one is available.
- **3G Preferred:** Connects to a 3G network first, if one is available.
- **4G Only:** Connects only to a 4G network.
- **3G Only:** Connects only to a 4G network.
- If you are not in or don't have 4G coverage, you can save power by selecting 3G Only.

Updates

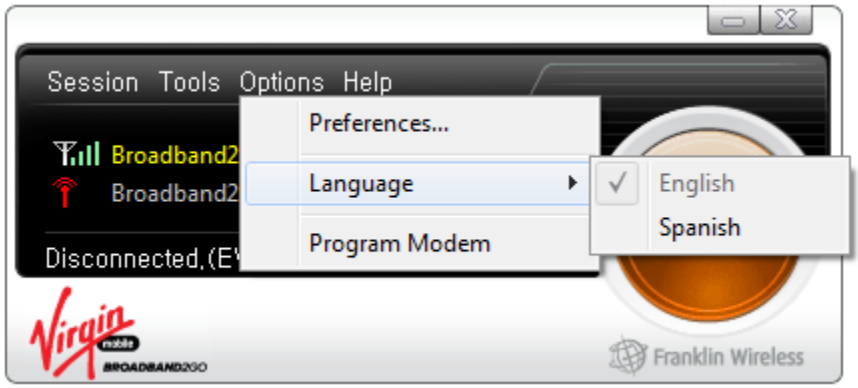
This feature allows the Broadband2Go connection manager to check for software updates. Updates can be set occur **Automatically** or **Manually**.



- Selecting **Manually** allows you to check for software updates by clicking **Update Now**.
- **Automatically** allows the software to check for updates on a **Daily**, **Weekly**, or **Monthly** basis, as long as the application is running, and you are connected to the Internet.

Language

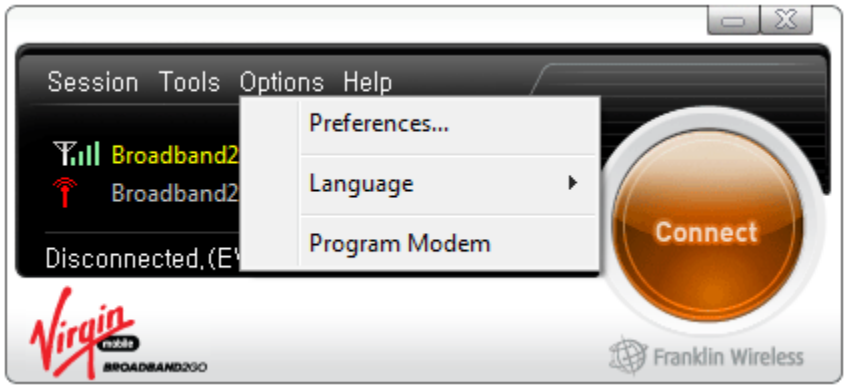
You can choose between English and Spanish for your device.



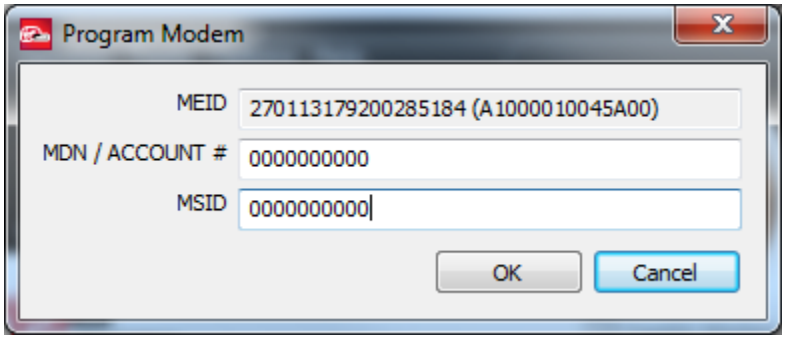
Selecting **Spanish** will change your Broadband2Go connection manager language.

Program Modem

Clicking **Program Modem** opens a dialogue box which enables you to program your device.

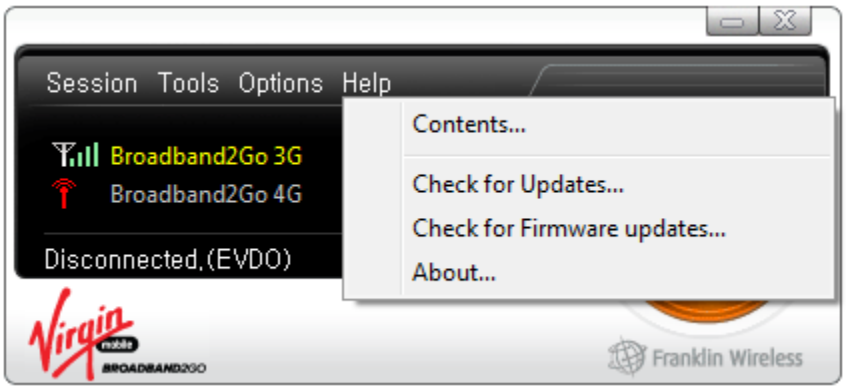


The **Program Modem** window allows you to program the phone number (MDN) and MSID into the USB Modem. You will obtain this information from the Virgin Mobile website when you sign up for or transfer service.



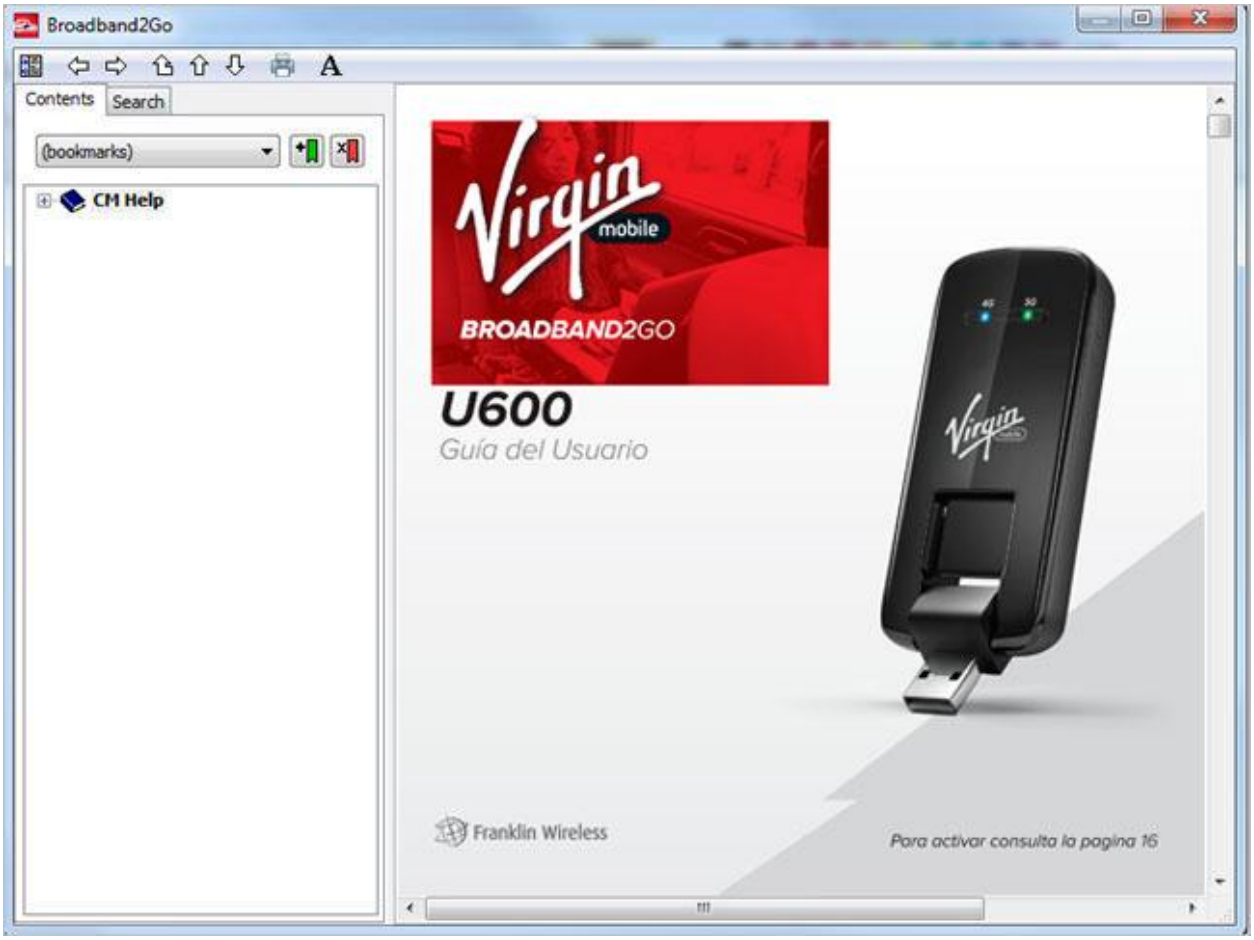
The Help Menu

The **Help** menu provides additional information on the Broadband2Go connection manager and the ability to quickly check for software updates.



Contents

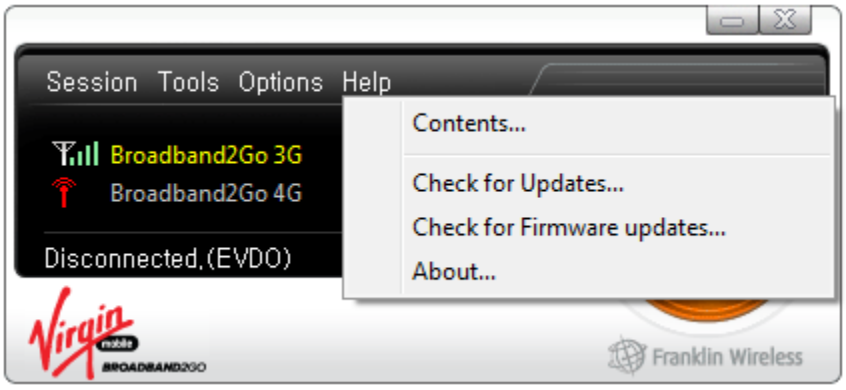
Contents: provides you with an embedded copy of this User Guide.



Check for Updates

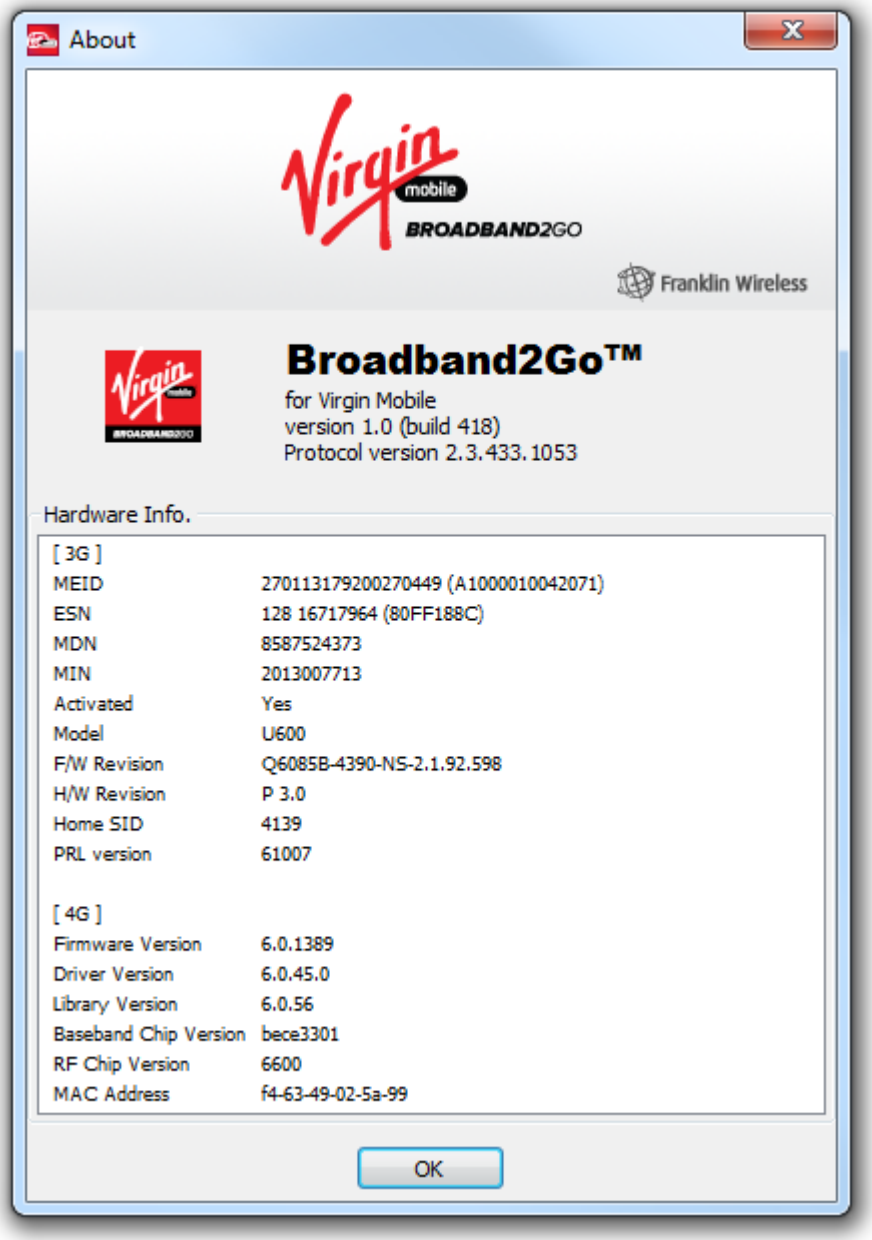
Check for Updates: allows you to check for the latest connection manager version available.

Check for Firmware Updates: allows you to check for the latest device firmware version available.



About

About: Displays Broadband2Go device and connection manager information.



Appendix 1: LED Operation

Your device has LED lights that indicate the following details.

LED Colors / LED Status	4G LED Color (Left)		3G LED Color (Right)	
	Blue	Blue	Red	Green
3G Mode	4G Disabled Shutdown Mode		3G Enabled	
3G in service and Stand by Ready to Connect	—	—	OFF	ON
Power ON Boot and Reset	—	—	ON	OFF
3G out of service or is still acquiring service	—	—	OFF	Flash every 1sec
3G CDMA No service	—	—	OFF	Flash every 1sec
3G Data Connected Active	—	—	OFF	Flash every 0.2sec
3G Data Connected Dormant	—	—	OFF	Flash every 3sec
4G Mode	4G Enabled		3G Disabled Low Power Mode	
4G in service and no activity Ready to connect 4G	OFF	OFF	—	—
4G out of service or is still acquiring service	ON	OFF	—	—
4G Error condition Firmware Web browser interface update	Flash	OFF	—	—
4G Data Connected Active	OFF	Flash by Data Speed	—	—
4G Data Connected No Data activity, Idle Mode	OFF	OFF	—	—
4G Data Shout Down Mode For Power Saving	OFF	OFF	—	—

Appendix 2: CARE AND MAINTENANCE

Your device should always be treated with care. The suggestions below will help you protect your warranty coverage.

(a) Keep the device dry. Precipitation, humidity and all types of liquids or moisture can contain minerals that will corrode electronic circuits.
(b) Do not use or store the device in dusty, dirty areas. Its moving parts and electronic components can be damaged.
(c) Do not store the device in hot areas. High temperatures can shorten the life of electronic devices, damage batteries, and warp or melt certain plastics.
(d) Do not store the device in cold areas. When the device returns to its normal temperature, moisture can form inside the device and damage electronic circuit boards.
(e) Do not attempt to disassemble the device.
(f) Do not drop, knock, or shake the device. Rough handling can break the internal circuit boards and mechanics.
(g) Do not use harsh chemicals, cleaning solvents, or strong detergents to clean the device.
(h) Do not paint the device. Paint can clog the moving parts and prevent proper operation.
(i) Only use an approved replacement antenna. Unauthorized antennas, modifications, or attachments could damage the device and may violate regulations governing radio devices.

All of the above suggestions apply equally to your device or any enhancement. If the device is not working properly, take it to the nearest authorized service facility for service.

Appendix 3: SAR INFORMATION

THIS MODEL PHONE MEETS THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Your wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radiofrequency (RF) energy set by the Federal Communications Commission of the U.S. Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg. * Tests for SAR are conducted with the phone transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output. Before a phone model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC for each model. The highest SAR value for this model modem when tested for use near the body, as described in this user guide, is 1.18 W/Kg. While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirement for safe exposure. The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of http://www.fcc.gov/oet/fccid after searching on FCC ID: XHG-U600. Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications Industry Association (CTIA) web-site at http://www.wow-com.com.

• In the United States and Canada, the SAR limit for mobile phones used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.

Appendix 4: SAFETY INFORMATION

SAFETY INFORMATION FOR FIXED WIRELESS TERMINALS POTENTIALLY EXPLOSIVE ATMOSPHERES

Turn your phone OFF when in any area with a potentially explosive atmosphere and obey all signs and instructions. Sparks in such areas could cauls e an explosion or fire resulting in bodily injury or even death. INTERFERENCE TO MEDICAL DIVICES Certain electronic equipment may be shielded against RF signal from you wire-less phone. (Pacemakers, Hearing Aids, and so on) Turn your phone OFF in health c are facilities when any regulations posted in these areas instruct you to do so. RF signals may affect improperly installed or inadequately shielded electronic system in motor vehicles. EXPOSURE TO RF ENERGY Use only the supplied or an approved replacement antenna. Do not touch the antenna unnecessarily when the phone is in use. Do not move the antenna close to, or couching any exposed part of the body when making a call. NEAR BODY OPERATION this device was tested for typical near body operations with the back of the phone kept 0.5 cm from the body. To maintain compliance with FCC RF exposure requirements, it must have a minimum distance including the antenna of 0.5 cm from the body during normal operation

Appendix 5: U.S. Federal Communications Interference Statement

U.S.FEDERAL COMMUNICATIONS COMMISSION RADIO FREQUENCY INTERFERENCE STATEMENT

INFORMATION TO THE USER NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to Part 15 of the FCC Rules These limits are designed to provide reasonable protection against harmful Interference in a residential installation This equipment generates, uses, and can radiate radio frequency energy and, if Not installed and used in accordance with the instructions, may cause harmful Interference to radio communications. However, there is no guarantee that interference will not occur in a particular Installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna. Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet of a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for assistance.

Changes or modification not expressly approved by the party responsible for Compliance could void the user’s authority to operate the equipment. Connecting of peripherals requires the use of grounded shielded signal cables.